394

Electronic Homecare Monitoring and Scheduling Solutions

ESPO Contract 394

Issue No.1

ESPO **USER GUIDE**

Contract Period: 16 April 2012 to 31 March 2015

EASTERN SHIRES PURCHASING ORGANISATION Barnsdale Way Grove Park Enderby Leicester LE19 1ES

The contract schedule

This User Guide provides the details for Direct Supply Contract number 394.

A revised 'Issue' number is allocated to the Guide each time supplier or pricing information is updated. Each new issue provides at the foot of this page, a description of the revisions concerned and a date on which they become effective.

Contract scope

This user guide describes ESPO framework 394 which covers Electronic Homecare Monitoring and Scheduling Solutions. The framework offers a fast, low cost method for the procurement of these solutions and is available for use by any local authority or public sector body in the UK.

Supplier information

Full contact details of the awarded suppliers are shown highlighting the solutions for which they are awarded.

How to order

Please then refer to section 3 of this document for guidance on how to procure from the framework.

Performance

While ESPO will not be involved in the day-to-day management of the framework, ESPO will however be closely monitoring the progress and performance of arrangements throughout the entire duration of the framework to ensure customer needs are being adequately met.

If you are unhappy with any aspect of the framework or have any feedback you wish to provide, please contact the ESPO Strategic Procurement and Commissioning Group Buyer, Steve Burton on **0116 265 7857** or email **s.burton@espo.org**

Contents

Page

1. Introduction 4
2. Electronic Monitoring and Scheduling Solutions Overview 5
3. Using the Framework 7
4. Supplier Details 14
5. Establishing the Frameworks 25

APPENDICES

Appendix 1 – Customer Access Agreement 26

Appendix 2 – Confirmation of Award 27

Appendix 3 – Confidentiality Agreement 28

1. Introduction

ESPO's framework agreement offers all social care providers and UK public bodies a simple and effective route to purchasing both electronic homecare monitoring, and electronic homecare scheduling solutions.

The framework is essentially a select list of suppliers, all with a proven track record of delivering homecare monitoring or scheduling solutions, from whom local authorities, health trusts and other care commissioning bodies may purchase solutions quickly and simply. The framework is also available to independent sector homecare providers where they are delivering services to clients referred by public bodies.

The framework has been advertised and established in full compliance with public procurement legislation. Therefore, by using the framework, customers are exempt from having to undertake any further advertising, supplier assessment or adherence to lengthy EU procurement procedures. So procurement costs and timescales are minimised.

About ESPO …

ESPO – the Eastern Shires Purchasing Organisation – is a local authority owned purchasing and distribution consortium. We operate nationally, and many of the framework agreements which we arrange are available for use throughout the UK (including Northern Ireland). As a public sector body, we operate on a cost-recovery, not for profit basis, you will not therefore be charged any fees for accessing this framework.

ESPO is also a member of the Pro5 group which is a collaboration of the Central Buying Consortium (CBC), Eastern Shires Purchasing Organisation (ESPO), North East Purchasing Organisation (NEPO), Yorkshire Purchasing Organisation (YPO) and the wider public sector.

For each key area, buyers in all Professional Buying Organisations work together to undertake market engagement, working in partnership together with a 'lead' PBO being established in terms of the procurement process.

If you require any further information about ESPO, or have specific queries about this framework, please do not hesitate to contact us – our contact details, including our website, are as follows:

Steve Burton, Group Buyer (Strategic Procurement & Commissioning)
Tel: 0116 265 7857 E-mail: s.burton@espo.org

Or

Richard Skelton, Senior Buyer (Commissioning and Strategic Procurement)
Tel: 0116 294 4010 E-mail: r.skelton@espo.org

Alternatively, please write to us at the following address:

Eastern Shires Purchasing Organisation
Barnsdale Way, Grove Park, Enderby, Leicester LE19 1ES

Or visit our website: **www.espo.org**

2. Electronic Monitoring, Rostering & Scheduling Overview

Electronic Homecare Monitoring

A number of benefits and efficiencies have been identified arising from the introduction of electronic methods of recording, monitoring and managing the delivery to service users of the home care services commissioned by local authorities. Although various electronic monitoring systems exist, reliant on different technologies, they all share the essential features of providing to commissioners accurate data on actual care hours delivered to each service user.

Electronic monitoring systems can lead not only to improved quality of service, but also to streamlined processing and administration – especially where these processes currently rely on manual, resource-intensive systems. Electronic monitoring also facilitates payment on the basis of service delivered rather than service ordered, eliminating error (and fraud), supporting fair charging, reducing waste and service queries, and demonstrating value for money. Plus-points for providers include improved cash flow and faster dispute resolution. The potential benefits include:

- **Ensuring service users receive the care commissioned:** By accurately recording the time care workers spend in service users' homes through 'real time' monitoring; commissioners can verify that the packages of homecare ordered are actually delivered.

- **Improving productivity and value for money:** For example, by recording the actual time spent with service users, care worker time spent travelling between users will not be recorded as 'productive', with implications for the hours paid for. Access to such data may also improve the quality of decision making, particularly where in-house services are being measured against external providers.

- **Reducing administrative and finance time:** The generation of electronic timesheets (in place of manual timesheets completed by care workers) offers transparency of services delivered, to be used either to calculate billing, where users are charged for services, or to generate invoices for external domiciliary care services. By facilitating data gathering and exchange, and by interfacing with back office finance and administration systems, significant transactional efficiencies may be achieved (e.g. by eliminating manual invoicing).

- **Improving safety to care workers:** Electronic systems will typically facilitate communication between care worker and 'base', and by allowing real time monitoring of location can assist with lone worker protection measures.

- **Quality of service delivered:** Systems may, for example, facilitate real time verification that 'critical' visits are made at the times commissioned, and alert duty officers in the event that such calls are missed.

- **Potential Savings?** Authorities who have implemented electronic monitoring report a range of savings on their overall homecare budgets. Clearly, because so much depends upon the circumstances of each individual implementation, guarantees of cost savings are impossible to give; however, early indications suggest that authorities who invest some 1% of their annual homecare budget in electronic monitoring typically realise overall savings of between 5% and 8%, with no loss of quality, as a result of the efficiencies achieved.

Scheduling Solutions

The solutions available are designed to offer the following functionalities

- Management and coordination of planned visits for service users, including creation of care pattern templates for each service user, to facilitate events such as change of carer, alteration of times, cancellation of visits, etc.
- Alerts for double booking of carers, booking of absent carers, etc.
- Automatic creation of timesheets.
- Creation of payroll data, including calculation of pay, breakdown of hours worked enhanced payments due, holiday pay, expenses where applicable, etc.
- Management of training, assessment and other events.
- Maintenance of service user records, including storage of personal information.
- Maintenance of carer records, including secure storage of personal information.
- Comprehensive facilities for generation of reports and management information

Integrated Electronic Homecare Monitoring & Scheduling Solutions

Monitoring solutions and scheduling solutions may each be treated as standalone items – many authorities simply require one or the other.

Other authorities may be looking for an integrated solution – i.e. one which offers both monitoring and scheduling functionality in a single, seamless package.

This ESPO framework can be used for all these requirements – whether you need just monitoring, or just scheduling, or both. If you require both functionalities, you need to bear in mind that there are two approaches you may adopt:

- You may wish to survey the widest possible range of options, by looking at standalone solutions for monitoring and scheduling, selecting the ones which best meet your needs, and simply running the two solutions alongside each other (solutions from different suppliers generally interface with each other effectively).
- Or you may prefer to buy a single, integrated solution from a single supplier. Such an approach clearly eliminates any issues with the interface between the two products, but limits your choice to those suppliers who are able to offer an integrated solution.

3. Using the Framework

Benefits of Using the Frameworks

- No need to go through a full EU tender process – ESPO has already carried out a tender process which is fully compliant with UK and European Procurement Law, thereby saving you valuable time and resources with greatly reduced procurement timescales. There is no need to advertise the contract, and there are no minimum time periods within the process to which you must adhere.
- Suppliers listed on the frameworks have already been assessed for their financial stability, track record, experience and technical and professional ability. Suppliers are also regularly re-checked to ensure that the required standards are maintained, giving customers confidence to purchase with minimal further vetting.
- Access to a choice of supplier and services.
- Pre-agreed terms and safeguards underpin all contracts placed under the framework.
- Professional procurement support is always on hand from ESPO. Whilst the aim of the framework is to simplify the process by covering all procedural compliance matters on your behalf, it is recognised that sometimes specific guidance, advice or assistance may be required; this is always freely available from ESPO.
- The frameworks will be centrally managed and monitored by ESPO. In managing this contract on behalf of our customers, your views and requirements will be taken into account when reviewing and developing the frameworks.
- And finally – there is no charge for using the frameworks. ESPO's statutory obligations to recover costs of its operation are already separately covered, so you will not face any bills of any kind for ESPO services or for accessing the framework agreements.

The framework agreements between ESPO and the nine listed suppliers are in place until 31 March 2015.

Please note, however, that (within reason) the duration of individual contracts awarded under cover of the framework may be longer than the framework agreement itself depending on the operational and economic need of the service.

Procuring from the Framework

Prior to procuring from the framework, customers should complete an Access Agreement (please see Appendix 1 – page 29) and send it to ESPO via the contact details on page 4 of this guide. ESPO will counter sign and return the access agreement, confirming that the customer is accessing the framework and therefore verifying use of an OJEU compliant framework, which can be helpful for customers' internal records, if audited.

Procurement from the framework may be actioned in two ways, one is by a process of secondary competition and the other is by a direct 'Call Off'.

Secondary Competition

A secondary competition is simply an exercise to reopen competition under the framework, intended to secure formal quotations from some or all of the suppliers listed on the framework, tailored to your precise requirements. Because it is based on simple, competitive tender process, it offers you a way of testing and demonstrating value for money.

A template secondary competition document is available free of charge from ESPO.

To be compliant with procurement law, your competition must be conducted in accordance with the following rules:

i) You must invite all suppliers who are parties to the framework, except those (if any) who clearly cannot meet your requirements – please see the next section *'Selecting suppliers to include in a secondary competition'* for guidance.

ii) Your tender document must describe the requirement, and tell bidders the basis on which you will evaluate their offers (e.g. price, product functionality, implementation plans, training and support offered etc, together with an indication of the relative importance of these criteria).

iii) You must allow bidders sufficient time to prepare and submit their bids. Normally five weeks should be regarded as the minimum.

iv) You must tell suppliers the time and date by when then must have submitted their bids. You must not open any bids before this deadline, or consider any bids which arrive late.

v) Tenders should be evaluated in accordance with criteria established when the framework itself was let – please see the next section *'Evaluating secondary competition tenders'* for guidance.

vi) Advise all bidders of the outcome and complete Appendix 2 – Confirmation of Award and (see page 29) and return to ESPO.

Direct Call-Off

If the client's specific requirements are such that the client believes that they have sufficient information about a supplier's product and pricing, and can in this way clearly identify the best supplier for meeting their needs, then they may simply place an order with a supplier.

This may apply, for instance, where a client's requirements are relatively straightforward, permitting purchase of a product almost 'off the shelf' or at least with relatively minimal configuration or bespoking.

For a number of suppliers, detailed pricing information is given in this user guide, which may be used as a basis for placing a call off order.

If a client needs to seek pricing information from a supplier (i.e. obtain a quotation or tender) before they are able to place an order, then they are in effect running a secondary competition and should do so in accordance with the rules set out in the above section.

In exceptional circumstances, a client may approach just a single supplier in order to obtain or clarify price. An example situation which may justify this approach would be if a particular suppliers solution had been identified by the client as being the only one which can meet their needs (perhaps because of specific technology or functionality involved). In such situation it may serve no purpose to invite other suppliers in a secondary competition since their solution would not be acceptable, regardless of price. A client embarking upon this process would however be advised to proceed cautiously, to ensure it is securing best value, and not inadvertently placing itself in conflict with the procurement regulations.

Clients should be aware that unless exceptional circumstances apply (as per the preceding paragraph) then clients will not be able simply to place an order unless the supplier concerned has permitted their pricing scheme to be published in this ESPO user guide

Selecting suppliers to include in a secondary competition

The table below lists the suppliers who are included in the framework.

If you require:

- Just a monitoring solution, then you should *only* invite those suppliers who offer that service
- Just a scheduling solution, then you should *only* invite those suppliers who offer that service
- An integrated monitoring and scheduling solution, then you should *either* invite just those suppliers who are included in both lots or invite all Nine suppliers on the basis that a joint bid would be acceptable, involving two suppliers acting in consortium.

Supplier	Product(s) Offered	Supplier Hosted	Client Hosted	Monitoring Solutions	Scheduling Solutions	Integrated Monitoring & Scheduling Solutions
Advanced Health & Care	StaffPlan Roster	•	•		•	
	StaffPlan iConnect	•		•	•	•
	StaffPlan Monitor	•		•		
	StaffPlan Exchange	•		•	•	•
	Staffplan Conduit	•				
	Mobile Solutions	•	•	•	•	•
CACI Ltd	OfficeBase	•	•		•	
	inTOUCH	•	•	•		
	eziTracker	•		•		
Care Monitoring 2000	CallConfirmLive!	•		•	•	•
Carefree Management Ltd	CareFree	•			•	
	RoadRunner	•		•	•	•
	CareFree & RoadRunner	•	•	•	•	•
Coldharbour Ltd	Coldharbour Community Care System	•	•		•	
	Coldharbour Community Care with integrated Mobile Call Monitoring	•	•	•	•	•
	Coldharbour Community Care with integrated Fixed-Line Call Monitoring	•	•	•	•	•
	Coldharbour Call Monitoring Solution	•	•	•		

Supplier	Product(s) Offered	Supplier Hosted	Client Hosted	Monitoring Solutions	Scheduling Solutions	Integrated Monitoring & Scheduling Solutions
HET Software Ltd	CareManager3	●	●	●	●	●
	CareManagerMobile	●		●	●	●
	CareOnline	●			●	
Panztel (UK) Ltd	eziTracker Roster	●			●	●
	eziTracker Monitor Homecare Monitoring	●		●		●
	Provider Manager	●		●	●	●
	eziTracker Mobile	●		●		●
	eziTracker Codebook	●		●		
	Ezitracker ibutton & Biotouch	●		●		
	Seemycare	●		●	●	●
	Reports Manager	●		●	●	●
Ulysses (UDMS) Ltd	Newcare Version 5 with Timelog	●	●	●	●	●
	Newcare Version 5 with eziTracker	●	●	●	●	●
	Newcare Version 5 + Newcare Mobile	●		●	●	●
	eziTracker	●		●		
	Timelog		●	●		
	Newcare Mobile	●		●		
	Combination System – Newcare Mobile + Timelog	●	●	●	●	●
Webroster	Webroster.net	●	●	●	●	●
	Webroster Mobile Alert Manager	●	●	●	●	●
	PhotoTrac	●	●	●		
	Pocketroster.net	●	●		●	
	Audit Module Travel Module VMS Swift Interface	●	●		●	
	Staff & Client Portals Training & Test Systems	●	●		●	
	SMS Module Document Management	●	●	●	●	●

Regardless of the above guidance, if there are any suppliers whom you consider cannot meet your requirements (this would usually be for reasons of technology) then you are not required to invite such suppliers to tender in your secondary competition. Reference to the *features and functions* table in this User Guide may assist in identifying suppliers whose products may fail to meet your requirements.

Evaluation scheme used at the framework stage

The criteria and weightings used when the framework was set up were:

- Price – 10%
- Non-price – 90%

'Price' was given a relatively low weighting as, in the absence of a specific requirement at this stage, prices would have to have been offered against one or more hypothetical scenarios. Whilst such prices may have given a general indication of a bidder's approach to pricing, relying too heavily on 'price' at this stage may have resulted in suppliers being excluded inappropriately (for instance, a 'high spec' system may be excluded because it is relatively expensive, even though some client authorities may have found it ideal for meeting their own specific needs).

The actual testing of price competitiveness will occur as a matter of course when the framework is actually used by client authorities where 'price' is likely to carry a relatively high weight in their award decisions. Lastly, ESPO does not consider it appropriate to curtail the range of solution choices and suppliers available to client authorities (except as necessary to keep the framework manageable and efficient to use).

Although 'quality' carried a relatively high weighting, the quality assessment did not address the issue of the comprehensiveness of rival systems' functionality, or the particular technologies each system uses. This is because ESPO recognises that different client authorities are likely to have different needs when it comes to selecting their own particular preferred solution. For example, some clients may be happy with a system which relies upon using a service user's landline telephone, whilst others may not. Similarly, some clients may need a 'high spec' solution, others something more basic. In all such cases, ESPO did not consider it appropriate to determine in advance which type of solution is better. Instead, the quality evaluation focussed on:

i) Availability of the products and solutions offered. Whilst it is recognised that many products may be subject to a 'roadmap' of future development and improvement, the products and solutions offered by suppliers are all available to buy now.

ii) How easy and 'intuitive' the system was to use, when carrying out core tasks.

iii) The extent to which the products and solutions offered were tailored to the particular context of social care or homecare provision, as opposed to a generic product which has been 'tweaked' to suit a social care setting.

iv) Arrangements for product support and helpdesk facilities.

v) Product 'future proofing' to equip the client to exploit technological advances and to absorb the impact of changes in the social care field (such as 'personalisation' and telecare).

vi) Arrangements for ensuring continuity of provision – this applies both to supplier-hosted solutions (where the client is obviously highly dependent, continuously, upon the supplier

Evaluating secondary competition tenders

Procurement regulations require that secondary competition tenders are evaluated using the same criteria as those used when the framework itself was first established. But at secondary competition stage you are allowed to define the criteria in more detail, and to vary the weighting (i.e. the relative importance) of each. Suppliers are aware that 'price' is likely to carry significantly greater weight when client authorities are making their own specific award decisions, using secondary competition. In terms of 'quality', you may choose to evaluate issues around the comprehensiveness of rival systems' functionality and the particular technologies each system uses, as they apply to your own specific requirements. You are allowed to take product demonstrations, supplier presentations and so on into account when scoring tenders.

Interfacing with existing systems

Please remember to include in your tender document provisions for any interfacing with existing systems. This may mean providing specifications, asking method statement questions and requesting costs from tenderers for evaluation.

Secondary competition template documentation

To assist client authorities, a template tender document which can be adapted to suit individual authorities' requirements is available free of charge from ESPO to accompany this User Guide.

Please contact ESPO (see page 4) to request copies of the template documents.

4. Supplier Details

There are **Nine** suppliers altogether included across both frameworks. The following pages give more information about each of these suppliers, but for convenience their main contact details are set out here.

To ensure the confidentiality of suppliers' pricing, customers are required to complete the confidentiality agreement contained in **Appendix 2** and return this to ESPO as per the contact details on **Page 4**. On receipt of a signed agreement, ESPO will forward all relevant pricing details on to customers.

When communicating with suppliersplease refer to ESPO framework **394**.

Advanced Health & Care

BSG House
230 City Road
London EC1V 2TT
Contact Pete Briggs 0208 772 8773

pete.briggs@advancedcomputersoftware.com

CACI Limited

102 The Green
Twickenham
TW2 5AG

Contact Ollie Watson
020 8893 9039
owatson@caci.co.uk

Contact: Ross Gray
020 8893 9039
rgray@caci.co.uk

Care Monitoring 2000 Ltd

Four Oaks House
160 Lichfield Road
Sutton Coldfield
West MidlandsB74 2TZ
Simon Rider 01213 083 010

simon.rider@cm2000.co.uk

Carefree Management Ltd

14 Appleton Court
Calder Park
Wakefield
W York's WF2 7AR
Contact Steven Rowbottom 0845 862 0405

Steve.r@carefreegroup.com

Coldharbour Systems Ltd

The Courtyard
Wraxall Hill
Wraxall
Bristol BS48 1NA
Contact: Mike.Moreton 0127 850 500
mike.moreton@coldharbour-systems.co.uk

HET Software Ltd

Weavers Mill
High Street
Haverhill
Suffolk CB9 8ND
Contact Paul Patarou 01440 766 400

Paul.patarou@hetsoftware.co.uk

Panztel (UK) Ltd

3 Brecon Court
Llantarnam Business Park
Cwmbran NP44 3AB
Contact Darren Evans 0845 699 6969

darrene@panztel.com

Ulysses (UDMS Ltd)

45 Monument Park
Chalgrove
Oxon OX44 7RW
Contact Graeme Smith 01865 890 883
graeme@rostering-systems.co.uk

Webroster Ltd

Ashton House
3 Flag Business Exchange
Vicarage Farm Road
Peterborough PE1 5TX

Contact Olivia Groom-Smith 01733 311 599
olivia.groom-smith@webroster.net

ADVANCED HEALTH & CARE

(Part of the Advanced Computer Software Group)

CONTACT DETAILS

Contact Name:	Pete Briggs
Position:	Head of Public Sector Solutions - Care
Tel:	0208 772 8773
Mobile:	07974 085 194
Fax:	0208 675 9833
E-mail:	Pete.Briggs@advancedcomputersoftware.com
Address:	230 City Road London EC1V 2TT
Website:	http://www.advancedcomputersoftware.com/ahc

SERVICES PROVIDED

Electronic Homecare Monitoring Systems

Electronic Homecare Scheduling Solutions

Integrated Electronic Homecare Monitoring and Scheduling Systems

COMPANY INFORMATION

Advanced Health and Care Ltd (Advanced), established in 2001, is a specialist provider of rostering, electronic monitoring and point of care services, offering a wide range of solutions to the homecare industry, including:

- **StaffPlan Roster** - a robust and mature rostering and administration system, designed specifically for community care providers, self or Advanced-hosted. The system offers many functions such as service user referrals, recruitment support, training checks and reminders, rostering and roster optimisation, reviews, contract monitoring, invoicing, payroll and more.
- **iConnect** - allows automatic delivery and updating of live rosters to care workers via their Near Field Communication (NFC) enabled mobile phones, and enables care workers to log their own arrival and departure times by simply touching their mobile phone against an unobtrusive NFC tag/label at each service user location they visit. The use of NFC proves their location very accurately, to a few CMs, and the NFC tags cannot be inappropriately copied.
- **StaffPlan Monitor** - a landline phone-based electronic monitoring solution for care providers, offered in unanswered and answered call modes. iConnect and Monitor may be mixed and matched in any combination.
- **StaffPlan Exchange** - the central hub of Advanced's electronic monitoring solutions, integrates with iConnect, StaffPlan Monitor, StaffPlan Roster and 3rd party systems as required.

CACI LTD

CONTACT DETAILS

Contact Name:	Ollie Watson	Ross Gray
Position:	Business Sector Director	Business Development Consultant
Tel:	0208 893 9039	0208 893 9039
Fax	0208 893 9019	0208 893 9019
E-mail:	owatson@caci.co.uk	rgray@caci.co.uk
Address:	102 The Green Twickenham Middlesex TW2 5AG	
Website:	www.caci.co.uk/OBCareProvider.aspx	

SERVICES PROVIDED

Electronic Homecare Monitoring Systems

Electronic Homecare Scheduling Solutions

Integrated Electronic Homecare Monitoring and Scheduling Systems

COMPANY INFORMATION

CACI International has over 14,000 employees and an annual turnover in excess of $3.6bn. CACI Ltd has a long tradition of work within the UK public sector, has over 750 employees and a turnover in excess of £90m.

Our Care Provider management system represents a highly functional, user-friendly and reliable solution. OfficeBase manages the core processes around care planning, carer optimisation and allocation, timesheets, contractual billing and staff pay. A full reporting tool is included as standard.

We also pioneered the development of an advanced mobile working product for care workers, called inTOUCH, which increases efficiencies though paper reduction and electronic roster delivery whilst providing electronic monitoring and improving lone-worker safety. inTOUCH has won several awards including the Orange Best Use of Technology in Business Award.

CARE MONITORING 2000 LTD

CONTACT DETAILS

Contact Name: Simon Rider

Position: Sales and Marketing Director

Tel: 0121 308 3010

Mobile: 07875 020 626

Fax: 0121 308 3030

E-mail: simon.rider@cm2000.co.uk

Address: Four Oaks House
160 Lichfield Road
Sutton Coldfield
West Midlands
B74 2TZ

Website: www.cm2000.co.uk

SERVICES PROVIDED

Electronic Homecare Monitoring Systems

Electronic Homecare Scheduling Solutions

Integrated Electronic Homecare Monitoring and Scheduling Systems

COMPANY INFORMATION

CM2000 is an award winning supplier of fully integrated, electronic monitoring, scheduling and financial management solutions to the community care sector. The Company has successfully implemented solutions with 76 Council and over 700 Independent Provider organisations and since inception has logged in excess of 235 million calls.

Our patented solution CallConfirmLive!, is available to users via any internet enabled PC 24 / 7 / 365. By using the systems planning and visit screens the user can see Care Worker availability, schedule visits and to see at-a-glance how the service is performing in real-time. The system provides comprehensive management information reporting and is also used to automate; provider invoicing, Care Worker payroll and Service User billing.

CM2000 provides a comprehensive range of monitoring options available to customers on a mix-and-match basis. These include both landline telephone and mobile phone based solutions, including the patented AURA system, Box10, Advanced RFID (Radio Frequency Identification), QR Code and GPS. CM2000 offers a next generation scheduling schedule optimisation tool and has a suite of transformation tools to help customers meet their obligations under the Personalisation Agenda.

CM2000 is ISO9001, ISO27001 and BS25999 accredited and PRINCE2 qualified Project Management Practitioners manage system implementation. CM2000 is based in Sutton Coldfield in the West Midlands with offices in London and Glasgow.

Carefree Management Ltd

CONTACT DETAILS

Contact Name: Mr Steven Rowbottom

Position: Sales Director

Tel: 0845 862 0405

E-mail: Steve.r@carefreegroup.com

Address: 14 Appleton Court
Calder Park
Wakefield
W York's WF2 7AR

Website: www.carefreegroup.com

SERVICES PROVIDED

Electronic Homecare Monitoring Systems

Electronic Homecare Scheduling Solutions

Integrated Electronic Homecare Monitoring and Scheduling Systems

COMPANY INFORMATION

Coldharbour Systems Ltd

CONTACT DETAILS

Contact Name: Mike Moreton

Position: Sales Director

Tel: 0127 850 500

Fax 01275 850 501

E-mail: mike.moreton@coldharbour-systems.co.uk

Address: The Courtyard
Wraxall Hill
Wraxall
Bristol
BS48 1NA

Website: http://www.coldharbour-systems.co.uk

SERVICES PROVIDED

Electronic Homecare Monitoring Systems

Electronic Homecare Scheduling Solutions

Integrated Electronic Homecare Monitoring and Scheduling Systems

COMPANY INFORMATION

Founded in 1986, Coldharbour Systems is the undisputed market leader of software solutions for the care industry and has been providing community care solutions since 1992. Our solutions are currently utilised by seven out of the top ten home care providers in the UK. We have dedicated functionality for supported living, re-enablement services, acute healthcare in conjunction with home care provision.

HET SOFTWARE LTD

CONTACT DETAILS

Contact Name:	Paul Patarou	Charlotte Farenden
Position:	Sales Director	Sales Co-ordinator
Tel:	01440 766400	
Mobile:	07799 642 671	
Fax:	01440 713200	
E-mail:	info@hetsoftware.co.uk	sales@hetsoftware.co.uk
Address:	Weavers Mill High Street Haverhill CB9 8DD	
Website:	www.hetsoftware.co.uk	

SERVICES PROVIDED

Electronic Homecare Monitoring Systems

Electronic Homecare Scheduling Solutions

Integrated Electronic Homecare Monitoring and Scheduling Systems

COMPANY INFORMATION

Established in 1993 h.e.t. software delivers innovative user-focused software solutions for homecare providers. Our specialist software is designed to improve business processes in the homecare industry.

Over 500 customers use our solutions to improve the management of domiciliary home care as well as residential and nursing home care and supported living services. We are a trusted partner to many independent homecare providers, local authorities and not-for-profit organisations.

Our proven 'best of breed' software, **CareManager3**, enables the management of rostering, simplifies the allocation of staff, automates payroll and invoice preparation, helps in the management of compliance with CQC regulations and more.

h.e.t. software also offers the following solutions that seamlessly integrate with CareManager3

· **CareManagerMobile** - to support care workers at the point of service delivery and support personalisation and self-directed budgets
· **CareOnline** - to support service users, carers and others to access care and service information securely online

· **Electronic Call Monitoring** - telephone-based software solution to record time and attendance

PANZTEL (UK) LTD

CONTACT DETAILS

Contact Name: Darren Evans

Position: Sales Director – Health & Social Care

Tel: 0845 699 6969

Fax: 0845 351 2500

E-mail: uksales@panztel.com

Address: 3 Brecon Court
Llantarnam Business Park
Cwmbran
NP44 3AB

Website: www.ezitrackerhm.com

SERVICES PROVIDED

Electronic Homecare Monitoring Systems

Electronic Homecare Scheduling Solutions

Integrated Electronic Homecare Monitoring and Scheduling Systems

COMPANY INFORMATION

Panztel is the company behind the eziTracker care management service, the class leading suite of integrated care management services offering electronic monitoring, rostering and provider management solutions specifically tailored for the needs of the community care sector. Since its launch in 1999 the eziTracker service has been continually developed to satisfy and anticipate changes in homecare, and today stands apart from rival solutions in offering an unequalled combination of user-friendliness, performance and data accuracy. Panztel have a long term track record in successfully delivering the benefits of electronic homecare monitoring and at time of writing over 40 Local Authorities have implemented the eziTracker service.

EziTracker offers organisations a single complete solution to community care management and the service now encompasses bespoke management reports, automated provider invoicing, and care worker payroll. Flexibility is built into eziTracker's architecture and the system's open interface allows eziTracker to link with leading Case Management Systems and established provider rostering products.

The Panztel Group operate in New Zealand, Australia and Europe. The UK office is based in Cwmbran, Wales.

ULYSSES (UDMS) LTD

CONTACT DETAILS

Contact Name:	Graeme Smith
Position:	Director
Tel:	01865 890 883
Mobile:	07855 445 665
Fax:	01865 890 068
E-mail:	support@rostering-systems.co.uk
Address:	45 Monument Park Chalgrove Oxon OX44 7RW
Website:	www.rostering-systems.co.uk

SERVICES PROVIDED

Electronic Homecare Monitoring Systems

Electronic Homecare Scheduling Solutions

Integrated Electronic Homecare Monitoring and Scheduling Systems

COMPANY INFORMATION

Ulysses supplies a versatile, proven, easy to use software system to help manage all aspects of scheduling, particularly suited to domiciliary care, and with emphasis on “best value”.

With over 15 years’ experience, and built around the current Microsoft SQL.NET technologies, Ulysses Newcare V 5 is a comprehensive management tool, incorporating visual rostering, care planning, outcome management, invoicing, payroll, CQC compliance, and many other functions, in a highly customisable package that can be adapted to requirement.

Newcare works with Ezitracker, CM2000 and Timelog ETM systems, as well as Reslink NFC Mobile phone technology and in-house PDA solutions.

The product handles multi-site, multi-discipline teams and has an advanced personalisation module that transforms service user choice and workforce communication.

WEBROSTER LTD

CONTACT DETAILS

Contact Name: Olivia Groom-Smith

Position: Office Manager

Tel: 01733 311599

Fax: 01733 313256

E-mail: olivia.groom-smith@webroster.net

Address: Ashton House
3 Flag Business Exchange
Vicarage Farm Road
Peterborough
PE1 5TX

Website: www.webroster.net

SERVICES PROVIDED

Electronic Homecare Scheduling Solutions

COMPANY INFORMATION

Webroster Limited specialises in web based Workforce Management Software.

Founded in 2002 from a family business, Webroster today is a forward thinking, dynamic and progressive Company and our market leading software solutions are designed to enhance business through the use of the internet and as such, introduce new ways of working to many organisations. We help our customers to take advantage of the latest technologies in order to make their business more efficient and profitable.

webroster.net is the ultimate solution in workforce management. It combines the latest technological developments with the flexibility of the internet to roster, manage and track staff. It negates the need for manual rosters, timesheets, mileage forms and worksheets by storing all the necessary information in one easy to use online application.

The key strength of webroster.net is that it embraces web & mobile technology to transform your workforce management. An end-to-end solution delivered over the internet.

5. Establishing the frameworks

This section is simply background information, which may be of interest to organisations who are considering using the frameworks but who wish to understand a little more about the process ESPO followed when setting up them up.

Electronic Homecare Monitoring & Scheduling Solutions (ESPO framework ref 394)

A formal notice inviting expressions of interest from suitably experienced organisations was published in the Official Journal of the European Union (or 'OJEU') in January 2012 for Electronic Homecare Monitoring & Scheduling Solution services. An open tender process was used, and applications received were evaluated in accordance with pre-published evaluation criteria and select list of awarded suppliers were identified.

The objective of the framework was not to promote one single 'preferred solution', but instead to offer a range of solutions aimed at meeting the majority of requirements from a number of leading system providers in the marketplace. The evaluation therefore resulted in the selection of the nine suppliers duly included in the framework:

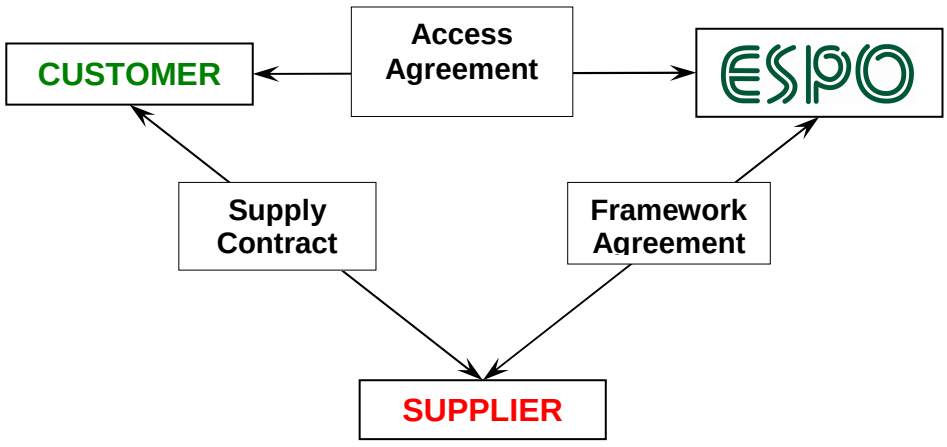
Contractual Structure

The framework agreements between ESPO and the nine suppliers are in place for a period of 3 years until 31 March 2015 with an option to extend the framework for an additional 12 months to 31st March 2016. **Please note, however, that there is no limit (within reason) to the duration of individual contracts awarded under cover of the framework.**

An authority wishing to procure using the frameworks (the Customer) will enter into a Contract for the supply, implementation and support of Electronic Homecare Monitoring or Scheduling Solutions (the Supply Contract) usually based on the pre-agreed terms and conditions of contract provided in the Draft Supply Contract document available to accompany this user guide.

The contractual structure diagram illustrates the relationship between the parties to the arrangement.

If you, or your procurement or legal advisors wish to see copies of any of the documentation we used in setting up the framework (such as the 'OJEU' notice, invitation to tender, etc) please contact ESPO and this will be arranged.



APPENDIX ONE

CUSTOMER ACCESS AGREEMENT

ESPO Framework Agreement 394
Electronic Homecare Monitoring & Scheduling Solutions

TO BE COMPLETED BY THE CUSTOMER

Before conducting any activity under this ESPO framework, please complete this form and return it (by post, fax or email) to ESPO.

AGREEMENT: I confirm that the organisation detailed below wishes to access the above-mentioned ESPO framework agreement, and that in doing so will act in accordance with the guidance and instructions set out in the relevant ESPO User Guide, and in accordance with the Public Contracts Regulations 2006.

Signature:	
Date:	
Name of person signing this form:	
Position:	
Name of authority, council, etc:	
Address:	
Telephone:	
E-mail:	
Solution of Interest:	

To return this form, please post it to **ESPO (Competition & Services)**
Barnsdale Way
Grove Park
Enderby
Leicester LE19 1ES

Alternatively, please fax to **0116 294 4398** *or email to* **s.burton@espo.org**

ESPO ACKNOWLEDGEMENT (To be completed by ESPO)

Name:		Position:	
Signature:		Date:	

APPENDIX TWO

CONFIRMATION OF AWARD

ESPO Framework Agreement 394
Electronic Homecare Monitoring & Scheduling Solutions

To be completed by the Customer:

I confirm the details of the following award of contract under ESPO framework agreement ref 394

Name of Client Organisation:	
Address:	
Name of person signing this form:	
Signature:	
Date:	
Position:	
Telephone:	
E-mail:	
Solution Procured:	
Awarded Supplier:	
Date of Award:	

To return this form, please post it to **ESPO (Competition & Services)**
Barnsdale Way
Grove Park
Enderby
Leicester LE19 1ES

Alternatively, please fax to **0116 294 4398** *or email to* **s.burton@espo.org**

APPENDIX THREE

CONFIDENTIALITY AGREEMENT

ESPO Framework Agreement 394
Electronic Homecare Monitoring & Scheduling Solutions

TO BE COMPLETED BY THE CUSTOMER

On behalf of the organisation detailed below, I acknowledgement that suppliers' pricing under the Electronic Homecare Monitoring & Scheduling Solutions framework is at this point considered to be commercially sensitive and could well prejudice the commercial interests of the suppliers involved if the information were to be made publicly available.

I therefore hereby agree on behalf of the said organisation that we will keep strictly confidential the pricing information supplied to us and will not disclose the same or any part thereof to any other person, organisation or company and shall not make any use of such information or any part thereof for any purposes other than for accessing the framework.

I further agree that access to all such information will be restricted only to those persons reasonably required to know it and that, in any event, our employees, agents, consultants and sub-contractors (if any) are bound to us to hold such information in confidence and to use such information only for the purposes of accessing the framework.

Signature:	
Date:	
Name of person signing this form:	
Position:	
Name of council, customer etc:	
Address:	
Telephone:	
E-mail:	

To return this form, please post it to **ESPO (Strategic Procurement & Commissioning)**
Barnsdale Way
Grove Park
Enderby
Leicester LE19 1ES

Alternatively, please fax to **0116 294 4398** *or email to* **s.burton@espo.org**

ESPO ACKNOWLEDGEMENT (To be completed by ESPO)

Name:		Position:	
Signature:		Date:	